



CHILD CARE
LICENSING BUREAU



Overview of Email Messages

JOB AID



Overview of Email Messages



Purpose

This job aid covers the different scenarios in which you will receive an email and any actions that you need to take.



Business Role(s)

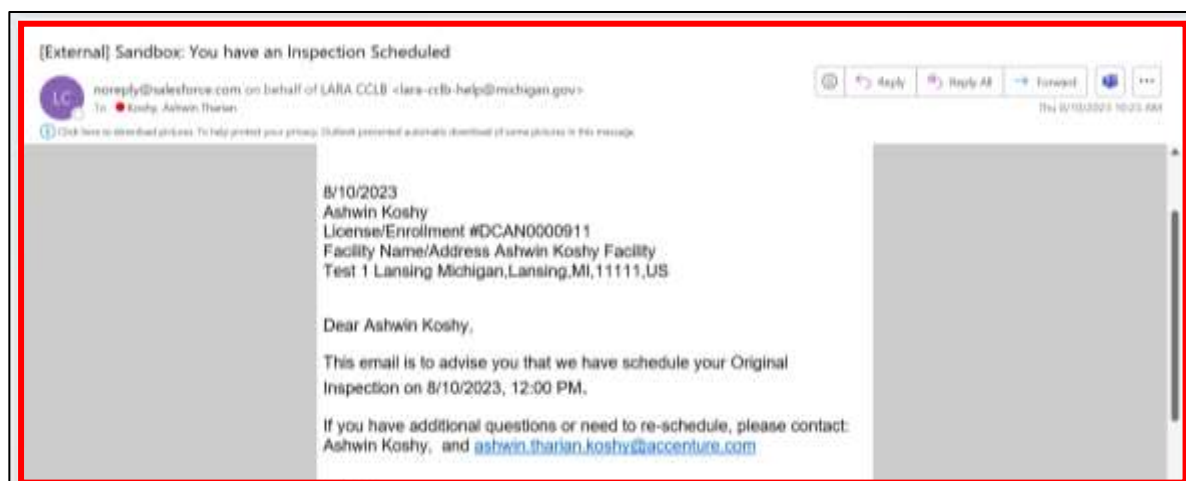
- Providers

Overview of Email Messages

You will receive an email from LARA CCLB on multiple occasions. In some cases, it will be a notification email where no action is expected; in other cases, further action will be required. If you need to contact your Consultant, please do so directly instead of replying to these emails.

Let us look at a scenario in which you will receive an email notification where no further action is required.

In this example, you have received an email notifying you that an original inspection has been scheduled at your facility, along with the date and time at which the inspection is scheduled.

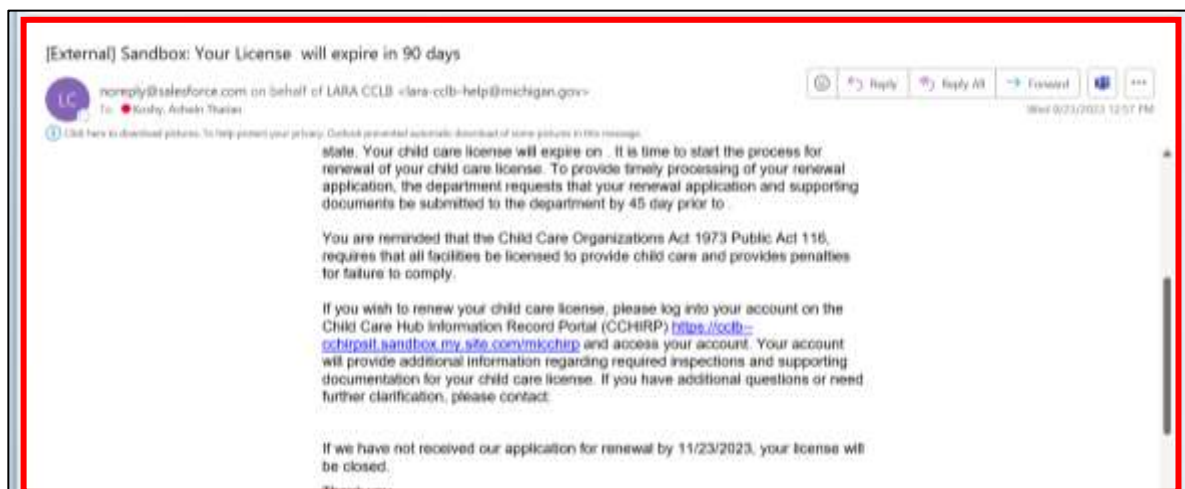


In this case, no further action is expected. The intention of this email is to just notify you about the original inspection being scheduled. Other instances in which no action is expected from your end include the following: when a Corrective Action Plan is approved, when the original license application is approved, or when a modification inspection visit is scheduled.

Overview of Email Messages

Next, let us look at a scenario in which you will receive an email notification requiring you to take action.

In this example, you have received an email notifying you that your facility license will expire in ninety days. The email will provide instructions on what actions you need to take to renew your license.



You can refer to the **License Renewal Application** job aid for instructions on how to renew a facility license. Other instances in which further action is required include the following: when the application is incomplete, when a new document has been added to a document checklist item, or when new comments are added to the corrective action plan.

For more information on the above-mentioned topics, you can refer to the following job aids:

- **Original License Application**
- **Uploading Supporting Documentation**
- **Corrective Action Plan**

Overview of Email Messages

Next, let us look at all the different scenarios in which you will receive an email notification:

Condition	Email
DT takes ownership of the original license application	Notification when Department Technician (DT) is assigned to an original license application
DT sends the license application back when the status changes to Send Back to Review	Notification when license application status changes to Send Back to Review
CCHIRP user assigns the license application to a Consultant	Notification when a Consultant is assigned to a license application
The original license application is approved by all necessary approvers and license issuance process is triggered	Notification when an original license application is approved
The current active business license reaches 90, 45, and 15 days to expiration	Notification to renew the business license when there are 90, 45, and 15 days to expiration
The current active business license expires today	Notification to renew the business license on the day of expiration
A new document checklist item has been added after the license application has been submitted	Notification when a new document checklist item has been added

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Condition	Email
The child care license record status is updated to Regular	Notification when a business license status is updated to Regular
CCHIRP user notifies the respective Provider 3 months before a household member turns 13	Notification when a household member turns 13
CCHIRP user notifies the respective Provider 3 months before and 1 month before a household member turns 18	Notification when a household member turns 18
The Consultant schedules an original inspection visit and a modification inspection visit respectively	Notification when an original inspection and a modification inspection is scheduled
Corrective action plan status is updated to Approved	Notification when a corrective action plan is approved
Corrective action plan status is updated to Final Review	Notification when a corrective action plan is in final review
The corrective action plan is ready for you to complete	Notification when a corrective action plan is ready for review
CCLB has not received an acceptable corrective action plan regarding the violations cited, and you need to submit a revised plan in 5 days	Notification when a corrective action plan is past due or not approved
The Consultant adds comments in the Consultant Review field of the corrective action plan	Notification when new comments are added to the corrective action plan